



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Home and Community Based Waiver Providers, and
Managed Care Organizations (MCOs) participating in
the Virginia Medical Assistance Program, Area
Agencies on Aging (AAA), Community Service Boards
(CSBs), Local Departments of Social Services, and
Community Independent Living Centers

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

MEMO: Special
DATE: 6/26/08

SUBJECT: Money Follows the Person (MFP) Manual Appendix

The purpose of this memorandum is to notify providers of the Money Follows the Person (MFP) Program and provide the MFP Manual Appendix for each of the Home and Community Based Care Waiver Programs.

Please use the attached chart to update the appropriate Home and Community Based Waiver Manual.

General Questions Regarding MFP:

The MFP phone number is 804-225-2984. On the DMAS website go to: www.dmas.virginia.gov and click on the Long-Term Care and Waiver Services from the home page. For additional information, please visit the Virginia Olmstead website at: <http://www.olmsteadva.com/mfp/>.

DMAS will receive general inquiries on the MFP project at mfp@dmas.virginia.gov. Please enter "MFP Inquiries" in the subject line.

Alternate Methods to Obtain PA, Eligibility and Claims Status Information

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy

prescriber identification. The website address to use to request access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. For providers submitting requests to KePRO, you may also access prior authorization information, including status of requests via iEXCHANGE at <http://dmas.kepro.org/>.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the “DMAS Content Menu” column on the left-hand side of the DMAS web page for the “Provider Services” link, which takes you to the “Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

PROVIDER E-NEWSLETTER SIGN-UP

The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at: www.dmas.virginia.gov/pr-enewsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.

All Home and Community Based Waiver Provider Manuals

SUMMARY OF REVISIONS

June 26, 2008

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
New Appendix E	HIV/AIDS Waiver Manual		Entire Appendix	6/26/08
New Appendix E	Elderly or Disabled with Consumer Directed Services Waiver Manual		Entire Appendix	6/26/08
New Appendix E	Individuals and Families with Developmental Disability Supports Waiver Manual		Entire Appendix	6/26/08
New Appendix C	Mental Retardation Waiver Manual		Entire Appendix	6/26/08
New Appendix E	Technology Assisted Waiver Manual		Entire Appendix	6/26/08

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
New Appendix E	HIV/AIDS Waiver Manual	Entire Chapter	
New Appendix E	Elderly or Disabled with Consumer Directed Services Waiver Manual	Entire Chapter	
New Appendix E	Individuals and Families with Developmental Disability Supports Waiver Manual	Entire Chapter	
New Appendix C	Mental Retardation Waiver Manual	Entire Chapter	
New Appendix E	Technology Assisted Waiver Manual	Entire Chapter	